Wigan Safeguarding Adults Board Newsletter April 2024

Wernike-Korsakoff Syndrome 📣

Learning from a Safeguarding Adult Review (SAR)

Have you heard of Wernicke-Korsakoff Syndrome? A key finding from a Safeguarding Adult Review (SAR) undertaken by Wigan Safeguarding Adult's Board (WSAB) found that although there was a diagnosis of Wernicke-Korsakoff Syndrome regarding an individual, this information was not clearly passed on to wider agencies on discharge. This, coupled with a lack of understanding amongst professionals regarding the symptoms of the condition, marred opportunities to see the individuals behaviour within the context of this medical condition, in this case crucially the affect that alcohol has on an individual's executive functioning.

It is important that professionals are aware of this condition and understand the affects it can have on individuals. Please see below an information sheet about Wernicke-Korsakoff Syndrome.

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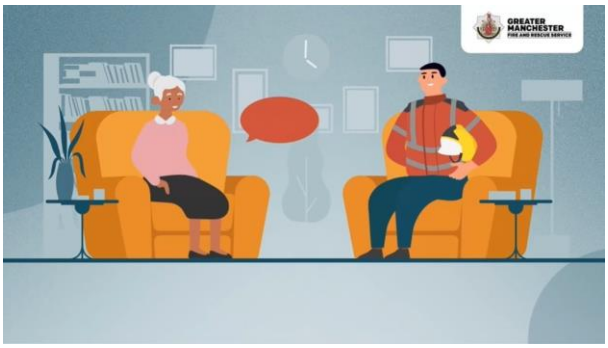
https://sway.cloud.microsoft/25eH3QF8Lr1lHqJ8?ref=Link

Greater Manchester Fire and Rescue service (GMFRS) Home Fire Safety Assessments



Did you know that you can request GMFRS to carry out a FREE Home Fire Safety Assessment (HFSA). During the visit, GMFRS will provide fire safety advice, talk to you about your health, home environment and your daily activities, which help them to provide the best advice for you.

You can find out more about the Home Fire Safety Assessment here: HFSA - Greater Manchester Fire Rescue Service

GMFRS are asking professionals to complete the Home Fire Safety Assessment Training so that you can help prevent fatal death.

The training is free and there are two options.

Option one is a 90-minute online option delivered on Microsoft Teams to equip partners to identify people at increased risk of fire, amongst their service users, and refer them for a Home Fire Safety Assessment (HFSA). HFSAs are home visits to assess and reduce the risk of fire in the home.

Option two is a half-day session delivered at our Safety Centre in Bury. It provides the same learning as option one but also provides learners with an immersive input on fire safety in the home, including the five main causes of fire, bedtime routines and escape planning. This is delivered in a mock home environment at the Safety Centre.

If you or your team have any questions regarding training you can email the training team at training@manchesterfire.gov.uk

To find out more information on how to book your place on training follow the link below:

Fire Safety in the Home Training - Greater Manchester Fire Rescue Service

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Wigan Safeguarding Adult's Board (WSAB) Team Update

Wigan Safeguarding Adult's Board would like to welcome four new members of the team.

Karina Warwick (Workforce Development Lead Officer)

Ensures that any learning and good practice is promoted across the workforce to facilitate organisational and practice change. You may notice that our learning offer is constantly evolving to meet the needs of the workforce and this is because Karina works closely with Sian (Learning and Improvement Lead) to identify areas in which we can improve our safeguarding practice.

Sian Street (Learning and Improvement Lead Officer)

Ensures that Wigan Safeguarding Adults Board (WSAB) has an effective learning and improvement framework. This work helps us to understand what's working well and which areas of practice require improvement. This information helps to shape the way we do things, through our policies and procedures and inform what training and learning is required across the workforce.

Lisa Entwistle (Customer Relations Manager)

Ensures the delivery of an effective and responsive Adult Social Care complaints service to residents, their families, and representatives, that drives improvement and outcomes, by embedding asset-based approaches. Lisa's work also helps to tell us what is working well and where we need to do things differently to ensure the best outcomes for adults across the borough.

Amy Travis (Customer Relations Officer)

Amy is the first point of contact for individuals wishing to raise a concern or a compliment about an Adult Social Care service, by telephone, web-form, email, and via the Elected Members Enquiry system. Liaising with managers and external services throughout a complaint investigation, supporting services to resolve any immediate issues in a timely manner, and provide responses to the concerns raised within agreed timescales.

You can contact Amy using this email address: CustomerRelations-Adults@wigan.gov.uk

In other news...

***Julie Maloney (Adult Safeguarding Implementation Officer)** is now working 3 days a week (Tuesday, Wednesday and Thursday) as she enjoys her flexible retirement.*

If you would like to contact any of the wider team please email: wsabtraining@wigan.gov.uk

Spotlight on Quality Performance Officers (QPOs)

QPO Role

Quality Performance Officers are employed by Wigan Council and work across all health and social care providers in the borough- including domiciliary care, residential care, nursing care, day opportunities and housing with support / supported living for people with a learning disability. They build relationships with these providers so that they are able to continuously improve the care that services provide.

List of QPOs:

Chloe Webb (Day Services)

Dawn Ashcroft (Home Care)

Marie Fegan (Home Care)

Joanne Cunniff (Housing with Care)

Simone Higham (Housing with Care)

Sharon Johnson (Housing with Care)

Merily Palk (Housing with Care)

Patsy Nuttie (Nursing and Residential)

Anne-Marie Clossick (Nursing and Residential)

Marie Peters (Nursing and Residential)

Claire Nevin (Targeted Commissioning and Resilience Team)

Joanne Ferguson (Targeted Commissioning and Resilience Team)

Matthew Doyle (Targeted Commissioning and Resilience Team)

With You (formally known as We Are With You) and Wigan and Leigh Hospice Coding Meeting 💙

We have been working closely with Public Health and Liverpool John Moore University to try and understand more about drug and alcohol related deaths and how there is often a link with other health conditions which contribute to an individuals poor health and can often be life ending.

We have been working with Wigan and Leigh Hospice to look at the common themes and look at opportunities to work with these individual's in a different way and in conjunction with their drug and alcohol treatment.

As a result, Wigan and Leigh Hospice are now members of the Drug and Alcohol Related Death Panel. Through this collaboration, the Hospice will work with our local drug and alcohol service (With You) to pilot coding meetings. The Hospice staff will attend treatment centres initially to take a multi-disciplinary approach for those individuals who receive care through the Active Case Management intervention. We hope in the future that there is potential to widen this to other cohorts and interventions.

The coding meetings are also an opportunity to facilitate some advance care planning work to ensure individuals preferences and wishes are respected and enabled where possible. Monitoring visits will form part of the hospice offer, drawing on the expertise of specialist palliative care professionals, to provide holistic management of the person, engaging the relevant services in a timely manner.

This work is pioneering across Greater Manchester, with the potential to replicate this model across other services and in different localities. Tackling health inequalities is a key priority across Adult Social Care and Public Health runs through all strategies across the system.

With You Training Offer 📣

With You - (Formally We Are With You -Drug and Alcohol Service) are in the process of re-launching their training offer for professionals who work in services across Wigan and Leigh.

Currently, there is a Drug and Alcohol Training session available on multiple dates. With You will be adding to this offer in the coming weeks to include 'Overdose Awareness and Naloxone Training' and 'Alcohol Brief Intervention Training'

The training can be accessed via Eventbrite.

Find out what is on offer here and book onto any of the training sessions available.

Oliver McGowan Mandatory Training ☑

Oliver McGowan Training- Mandatory training for all health and social care staff.

The training is named after Oliver McGowan. Oliver was a young man whose death shone a light on the need for health and social care staff to have better skills, knowledge and understanding of the needs of autistic people and people with a learning disability.

The Oliver McGowan Mandatory Training on Learning Disability and Autism is the government's preferred and recommended training for health and social care staff.

Oliver's training is delivered in 2 Tiers. Staff need to complete either Tier 1 or Tier 2. You can find out further information here: https://www.e-lfh.org.uk/programmes/the-oliver-mcgowan-mandatory-training-on-learning-disability-and-autism/#0

Partner agencies may have their own internal mandatory training around this. Please contact your line manager for further information.

The Carers Leave Act 2023 came into force on 6th April 2024 📅

What does this mean for unpaid carers?

- *The legislation will cover employees in England, Wales and Scotland.*

- *To be entitled to the provision, employees need to be providing long term care*

- *The leave will be able to be taken in half or full days, up to and including taking a block of a whole week of leave at once.*

- *The notice period an employee needs to give to take the leave is twice the length of time that needs to be taken in advance of the earliest day of leave.*

- *An employee does not need to notify their employer in writing regarding their request to take Carer's Leave, although they can do so if they wish to.*

- *Importantly, employees taking Carer's Leave will have the same employment protections as associated with other forms of family related leave. This includes protection from dismissal or detriment as a result of having taken the leave.*

Find out more here.

Creating a safer system.. It's OK to Disagree 💡

Have you heard of the Resolution Protocol? It provides a framework to help agencies positively resolve issues or challenges and ensure adults at risk of abuse or neglect and their families receive the support they need at the right time.

Professional disagreement and challenge is central to healthy day-to-day safeguarding practice and on occasion, disagreements which cannot be resolved practitioner to practitioner (stage 1), may need to be escalated up to first line managers (stage 2) or to heads of service (stage 3).

The WSAB Resolution Protocol has been designed to support you to healthily disagree or challenge a decision relating to safeguarding practice. If you feel a better outcome would be possible, it is a preventative approach to safeguarding adults. If you would like to know more we would really encourage you to attend our Resolution Protocol Lunch and Learn sessions, by resolving issues courteously and politely it creates a safer system and improves outcomes for adults across the borough.